The Library experienced tremendous growth and transformation during the 2013–2014 academic year. Under the direction and guidance of the Vice President of Instruction, many initiatives were successfully proposed and completed. In the midst of major organizational changes, the Library continued to provide access to high quality materials, services, and instruction. Streaming video, online materials, and traditional print sources continued to be well utilized. Outreach efforts, events, and enrichment initiatives were very successful. Usage statistics and anecdotal evidence suggest that the quiet study spaces, collaborative group areas, and computer access areas remained very popular.

**Curriculum/Program/Service Changes & Initiatives**

**Restructuring**

With the continued vacancy of some full-time positions and the imminent departure of another full-time librarian, the Vice President of Instruction directed a reorganization of the Library’s reporting structure and an update of many job descriptions. Current needs and future opportunities were examined in order to create positions that would best serve students, faculty, staff and the community. A plan was created by the Public Services Librarian and the Reference and Instruction Librarian in collaboration with the Vice President of Instruction and submitted for campus feedback and administrative approval. The following full-time positions resulted: Assistant Director of Library Services, Access Services Librarian, and Emerging Technologies Librarian. These positions were filled in the summer of 2014 and the vacant Director of Library Services position was filled in April of 2014. No new full-time positions were created, but positions were reclassified and job descriptions were rewritten to better reflect the current library landscape and needed technology, leadership, and library skills.

Additionally, several positions that had been temporary part-time positions were reclassified to permanent part-time, resulting in the creation of two reference librarians and a computer lab assistant. The stability created by reclassifying these positions allows the Library to better serve its patrons. Additional reclassification efforts were undertaken to make sure the services available to students reflect today’s technology demands and user-centered expectations.

**Instruction and Reference**

The Library continued to collaborate with adjunct and full-time faculty to deliver bibliographic instruction—150 instruction sessions were taught for the following programs or departments: English, biology, sociology, psychology, ecology, health sciences, nursing and dual enrollment. New course content was created for students in microbiology sections who were doing research projects on bioterrorism and a new workshop on copyright and the Teach Act was given to full-time and adjunct faculty.

Reference and technology assistance was provided via phone, email, chat and text, in addition to our point of need, face-to-face services. Not only does the Library offer help to current Jefferson
College students, but also the question tracking system indicates that Library staff regularly provided reference and technology assistance to students from other colleges, staff and faculty, and community members—over 10,000 questions were answered by Library staff. Additionally, Library staff regularly assisted with scholarly research, online textbook access, Blackboard issues, tax form information, online job applications, technology questions and general informational and directional questions.

The Library also provided many opportunities for lifelong learning and cultural enrichment by collaborating with campus committees and departments on several initiatives:

- United Nations Librarian Ann Furlhman spoke to over 100 attendees in November as part of Global Education Week activities
- Harlem Renaissance lecture by Professor Scott Holzer drew over 125 attendees as part of Black History Month celebrations around campus
- Library Book Sale, Essay & Scholarship Contest
- Web and in-house displays for Banned Books Week, Choose Privacy Week, Autism Awareness Month, Black History Month, National Poetry Month, Women’s History Month, Sunshine Week, veterans issues and appreciation
- Therapy dogs as part of stress reduction activities during finals

These informal opportunities for growth continue to be an important way for the Library to highlight its services and resources and support the Mission of the College.

**Collections and Access**

Though the Library has had eBooks for over a decade, in the summer of 2013 the Library participated in a bold initiative by Missouri’s academic and public libraries to provide greater access to eBooks by partnering with EBSCOhost to share a collection statewide—expanding the collection from 35,000 titles to over 100,000 titles—over 23,000 eBook sections were viewed by users. With the decline in enrollment, there was not a decline in the circulation of tangible items, rather students continued to check out the largest percentage of items—total check-outs were over 11,000 items. Students continued to rely on electronic access to newspapers, magazines and scholarly journals—254,863 searches were performed and 134,172 articles were accessed through our dozens of database subscriptions.

On the other end of the Library’s collections’ spectrum is the Jefferson County History Center and its important county records. Last spring the Jefferson County Courthouse contacted the Library regarding the desired deposition of historic court records from the mid to late nineteenth century in the Jefferson County History Center. Library staff accepted the records and arranged for two area student volunteers to transfer the handwritten index of the files to a digital file, properly relocate the files to acid free file archival quality boxes and transfer the files to the History Center. In addition to these interesting court records, over 1,000 History Center files were utilized by local and out-of-state residents looking for local history or genealogical information. The summer is an especially busy time for out-of-state visitors to the history center and local history enthusiasts make use of the center throughout the year.
Technology

Two positions were created to actively support the technology initiatives and student support of the Library. The Emerging Technologies Librarian position was created by reclassifying and rewriting a previous full-time position. The Emerging Technologies Librarian will work with the Director of Online Learning and Educational Technology to assist with providing technology enhanced instruction materials and services. This position will coordinate the technology initiatives of the Library and guide the Library staff in its efforts to incorporate the best transformative technology into the work of the Library. A previously temporary, part-time Computer Lab Assistant was changed to permanent, part-time to provide reliable technology assistance with the Office Suite, hardware and software issues, Blackboard, MyJeffco (formerly STARS), and the Mac Media Lab.

The Library continued to actively promote the check-out of e-Readers and provided instruction for curious and reluctant patrons on use of these devices and access to digital content. The Library saw an increase in the number of patrons trying these devices and a sharp increase in the number of patrons inquiring about the availability of popular titles in an eBook format. Staff continued to provide a mobile web page, the above-mentioned online help with reference and thematic and timely web page content. Staff repeated the successful awareness campaign regarding internet privacy and provided ways for students to better protect their online privacy.

Assessment Initiatives

The Library continued its ongoing efforts to improve through assessment of instruction, services, materials and space utilization. Staff continued to modify instruction and assessment efforts for the Introduction to College class and made changes for fall 2013 classes. Additionally, staff updated instructional materials, assignments, and online video tutorials.

Library staff began collaboration with faculty on the initial phase of an expansion of assessment efforts that will include selected English Composition I & II classes and Oral Communication classes. Staff hopes to measure the outcomes of library instruction beyond the introductory and brief overview instruction given during the College Studies classes.
Institutional-Level & Departmental-Level Action Plans and Capital Projects

The immediate need of the Library was to restore professional staffing levels by filling vacant positions. The Library did not put forward a capital project this year because of more immediate needs. Following are several previously proposed, still relevant, institutional-level action plans and one previously proposed capital project:

<table>
<thead>
<tr>
<th>Action Plan / Capital Project</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Departmental - Level</strong></td>
<td></td>
</tr>
<tr>
<td>Fill vacant Access Services Librarian Position (position has been vacant for four years).</td>
<td>Completed</td>
</tr>
<tr>
<td>Fill vacant Director of Library Services position (vacant since January 2013)</td>
<td>Completed</td>
</tr>
<tr>
<td>Reclassify part-time temporary adjunct librarian positions at Hillsboro and Arnold to part-time regular for support of off-site campuses and current library services (e.g. chat and text reference and bibliographic instruction).</td>
<td>Completed</td>
</tr>
<tr>
<td>The previously proposed capital project to complete second floor renovations to coordinate with 2008 first floor renovations. Replace carpeting, lighting, and furniture; paint walls and trim on second floor and add signage.</td>
<td>Deferred</td>
</tr>
<tr>
<td>Complete classification review deferred in 2009 for library support staff to ensure continued student support in circulation and technology.</td>
<td>Active (In-Process)</td>
</tr>
<tr>
<td>Complete first floor renovations by upgrading the recessed lighting and replacing the ceiling tiles.</td>
<td>Deferred</td>
</tr>
<tr>
<td>Incorporate the ACRL Information Literacy Competency Standard for Higher Education.</td>
<td>Active (In-Process)</td>
</tr>
</tbody>
</table>

The Library staff anticipates the ability to provide expanded technology assistance, additional online resources, improved instruction, and further engagement with the college community during the 2014-2015 academic year. Staff appreciate the support and encouragement received and look forward to supporting the Mission of the College.

Respectfully submitted,

Lisa Pritchard
Government Documents Librarian
Director of Library Services